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To: Examiner Quynh Nguyen/USPTO

Fax: 571-273-8300

From: Robert D. McCutcheon

Time: 4:46 PM

Date: December 19, 2005

Client/Matter: 10628ROUS01U
(NORT10-00169)

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U.S. Serial No. 09/472,910 filed December 27, 1999

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DEC 19 2005

DOCKET NO. 10628ROUS01U (NORT10-00169)
Customer No. 33000**PATENT****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of : Michael C. G. Lee
Serial No. : 09/472,910
Filed : December 27, 1999
For : CALL FEATURES FOR AUTOMATIC CALL
DISTRIBUTION SYSTEM
Group No. : 2642
Examiner : Quynh H. Nguyen

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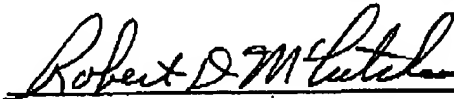
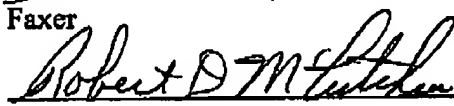
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF TRANSMISSION BY FACSIMILE

Sir:

The undersigned hereby certifies that the following documents:

1. Amendment and Response to Final Office Action

relating to the above application was faxed to (571) 273-8300 on December 19, 2005.Date: 12/19/2005
FaxedDate: 12/19/2005
Robert D. McCutcheon
Reg. No. 38,717

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DEC 19 2005

DOCKET NO. 10628ROUS01U (NORT10-00169)
Customer No. 33000

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Michael C. G. Lee
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DISTRIBUTION SYSTEM
Group No. : 2642
Examiner : Quynh H. Nguyen

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

No fees are believed to be necessary; however, in the event that any fees are required for the prosecution of this application, please charge any necessary fees to Deposit Account No. 50-0208. No extension of time is believed to be necessary. If, however, an extension of time is needed, the extension is requested and please charge the fee for this extension to Deposit Account No. 50-0208.

In response to the final Office Action having a mailing date of October 19, 2005, please amend the above-identified application as follows: